

Weekly E-mail of SDWIS/STATE Hotline Calls and User Support Activities Events for the Period August 26-30, 2002

(Sorted by ascending organization name and grouped by status [C=closed, O=open])

DATE:	EVENT #:	ORGANIZATION:	ORIGINATOR:	SDC-0002-017-DI-4005AU September 3, 2002
8/28/02	8082	CT	Thomas Reed	
Status:	C			
Time Spent:	0.25			
SDWIS/STATE Component:				
Problem/Question:	We just installed SDWIS/STATE 8.0. When entering SOC's and VOC's, we are finding the RMDL's are showing "0." When we go into the analyte table, the RMDL's are listed correctly. It looks as if things are not linking.			
Respondee(s):	Cheryl Wilson			
Resolution:	Cheryl Wilson 8/28/02: I left a voice message for Thomas to ensure that he had loaded the 8.0 patches (installation of 8.0.2 should correct this issue). I asked that he call back for further assistance if necessary.			
8/30/02	8087	CT	Thomas Reed	
Status:	C			
Time Spent:	1.00			
SDWIS/STATE Component:	MTF:Inventory			
Problem/Question:	I created an inventory migrate to FED file and received 2,267 of the following errors: B1 CT0420011 00000 I C0405 DISTRIBUTION SYSTEM 083002 E8C EACH PWS MUST HAVE AT LEAST ONE C405 = "S" Each system has a source. I couldn't find any differences in TINWSF between systems that didn't show up on the error report and those that did. We just installed SDWIS/STATE 8.0.			
Respondee(s):	Cheryl Wilson			
Resolution:	Cheryl Wilson 8/30/02: The Activity Status Date for the Active Water Source needs to be valued. Once Trevor entered dates for his WSFs, they migrated.			

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8/30/02 8088 IL Sandy Frank

Status: C

Time Spent: 0.25

**SDWIS/STATE
Component:** Installation

Problem/Question: I have a laptop with Millennium ME and have used Personal Oracle versus the Oracle 8.1.7 (which works for Windows 2000). I am having trouble loading this version of Personal Oracle. It treats it as if I am installing a Client on a PC that will be talking to a server. It also doesn't install the sample database which the SDWIS/STATE create tablespaces script updates. We would like to use this laptop as a test database.

Respondee(s): Donna Irwin

Resolution: Sandy Frank 8/30/02: Please cancel my request since we found the answer at the Oracle Web site. The workaround below describes the line that needs to be added to the Compatibility95 section of WIN.INI.

--At Start menu, Run, open MSCONFIG, and change WIN.INI (or edit it directly in your windows/system directory).
--Enter jrew=0x00080000.
--Reboot the PC.
--Install Oracle 8.1.6.

Oracle does not support the use of this product in Windows ME and has authorized this workaround for testing purpose only.

8/29/02 8084 MT Jon Dahl

Status: C

Time Spent: 0.75

**SDWIS/STATE
Component:**

Problem/Question: The attached LIST_BOX_DOUBLECLICK error (see SDWIS/STATE e-mail account) occurred in SDWIS/STATE 7.0 and is still occurring in 8.0.2. The workaround is to single-click and select the item you want to add.

Respondee(s): Christine Tivel

Resolution: Jon Dahl 8/30/02: You can close the event. I can only remember seeing it in MT, where they have an add-on module connected to SDWIS/STATE Oracle. Perhaps the "add-on" triggers have something to do with it.

Gita Bhatia 8/29/02: I forwarded Christine's note below to Jon and asked whether he considered the event closed.

Christine Tivel 8/29/02: I could not re-create the error described in this event. I tested it with both SDWIS/STATE 7.0 and 8.0.2 with Oracle and Windows 98; 7.0 with Oracle and Windows NT; 8.0.2 with Oracle and Windows 2000; and 8.0.2 with SQL Server and Windows 2000. In each of these tests, I did not receive the error reported. Both double-clicking and selecting an analyte group from the Analyte Group List (accessed from the Non-TCR Schedule Maintenance window) worked as expected.

It seems that the error is memory related and may have been caused from having too many active windows open on the workstation. When this occurs, users should close out of other applications (including other areas of SDWIS/STATE) and try again.

8/27/02 8081 ND Barrett Brown

Status: C

Time Spent: 0.25

**SDWIS/STATE
Component:** SBS

Problem/Question: Barrett would like to request that we add a field onto the Non-TCR Sample Schedule Maintenance List Window that denotes whether the list of schedules is "Filtered" or a "Complete" list.

Respondee(s): Donna Irwin

Resolution: Donna Irwin 8/27/02: This event has been promoted to a pending requirement for a future release.

8/28/02 8083 NY Victor Freidman

Status: C

Time Spent: 0.50

**SDWIS/STATE
Component:** CDS Setup

Problem/Question: Victor is receiving an MB initialization error in both SDWIS/STATE 7.0 and 8.0 while using Windows 2000.

Respondee(s): Donna Irwin/Cheryl Wilson

Resolution: Cheryl Wilson 8/28/02: I let Victor know that for CDS Setup to run, he needs to specify Codepage.ini in the path statement. The instructions provided below by Donna are necessary for Windows 2000 as well as for Windows NT. (It is necessary to specify the location of the Codepage.ini file (that is supplied/installed with the SDWIS/STATE application files) in the "Path" statement on each client workstation. You need to have system administrator privileges in order to do this.)

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Donna Irwin 8/28/02: I let Victor know that if working on Windows NT, he needs to review item #8 on pages 4-10 and 4-11 of the Installation Guide for SDWIS/STATE Release 7.0 for Windows NT. That guide specifies instructions for registering codepage.ini on an NT workstation (not necessary on a Windows 95 workstation).

Time spent on above events (in hours): **3**

8/26/02 8080 R3 Dan Campanelli

Status: O

Time Spent: 0.25

**SDWIS/STATE
Component:**

Problem/Question: In the Milestone comment field, when you type in characters, including spacing between characters, SDWIS/STATE does not count the spacing. The results in the SDWIS/FED DTF line will have over 80 characters, and a message will be received indicating that you went over the 80 character limit.

Respondee(s): Cheryl Wilson

Resolution: Cheryl Wilson: Dan's voicemail stated that he would be out of office from August 26 through August 30, 2002, so I left a message asking that he call me upon his return.

8/29/02 8085 R6 Andy Waite

Status: O

Time Spent: 1.50

**SDWIS/STATE
Component:** MBS

Problem/Question: Andy is receiving an error message when running TCR Compliance:

TIRM030E: Application failed - Updates have been backed out
TIRM031E: Failing procedure exit data follows:
TIRM032E: Last or current action block id = 0048234517
TIRM033E: Last or current action block name = ASSIGN_MP_FOR_COMP
TIRM034E: Last or current database statement = 0
TIRM035E: Current statement being processed = 0000000031

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TIRM037E: ** Fatal Error was encountered ***
TIRM038E: *** Fatal database error was encountered ***
TIRM039E: DB last status = DU
TIRM046E: *** Processing terminated ***
TIRM044E: *** Press OK to continue ***

CDS works fine when we are running Precompliance, but not when running Compliance. We have installed both the 8.0.1 and 8.0.2 patches. I am running in Personal Oracle, but attached to a LAN instance of SDWIS/STATE.

Respondee(s): Christine Tivel

Resolution: Christine Tivel 9/3/02: I asked Andy to confirm which Government Agency Shirley was trying to run TCR Noncompliance for when it failed. I successfully ran TCR Noncompliance for the "Region 6 EPA DI Program" using the Jun2002 monitoring period (on the database sent Friday).

Donna Irwin 8/30/02: Shirley forwarded a dump of the R6 database for Christine's review. She will be out of the office next Tuesday through Thursday, and asked that we contact Andy if necessary.

Christine Tivel 8/30/02: I spoke to Shirley after reviewing several items and asked that she send the Region 6 database to us for troubleshooting.

Time spent on above events (in hours): 1.75

Total time on all events (in hours): 4.75
